



PUNJAB STATE POWER CORPORATION LIMITED
REGD.OFFICE: PSEB H. O, THE MALL,PATIALA
OFFICE OF CHIEF ENGINEER/COMMERCIAL
(DY. CHIEF ENGINEER/BILLING)
(e-mail directorbilling@yahoo.com) (Fax No.0175-2210320)
Corporate Identity Number:U40109PB2010SGC033813
Website: www.pspcl.in

To

All EICs/CE/DS,

PSPCL.

Memo No.1116

/DB-189

Dated: 16-4-2018

Sub:

Setting up of Circle Level Control Rooms for redressal of consumer complaint regarding electricity bills.

Ref:

This office letter No.1093/97/DB-189 dated 10.4.2018.

The detail of Circle Level Control Rooms set up is as below:-

Sr no.	Name of Zone	Circle	Mobile no. for sending complaint by WhatsApp	E-mail ID for sending complaint
1	North	Jalandhar	9646116301	sedsjal@gmail.com
2		Hoshiarpur	9646116733	billcomplaintshsp@gmail.com
3		Kapurthala	9646119195	xenbillingkpt@gmail.com
4		Nawanshahar	9646116029	billnsrpscl@gmail.com
5	Border	City circle Amritsar	9646114488	nbccityasr@gmail.com
6		Sub- Urban circle Amritsar	9646113038	sesuburbanasr@ymail.com
7		Tarn taran	9646113021	billcorrectiontt@gmail.com
8		Gurdaspur	9646113509	complaint_gspcircle@yahoo.com
9	Central	East circle Ludhiana	9646122004	cityeastcircle@gmail.com
10		Sub circle Ludhiana	9646114094	suburbanpsclldh@gmail.com
11		Khanna	9646113230	sekhanna@gmail.com
12		City West Ludhiana	9646111523	bill.citywest.ldh@gmail.com
13	West	Bathinda	9646114509	billingcomplaintbti@gmail.com
14		Ferozepur	9646114523	sepsplfzr3@gmail.com
15		Faridkot	9646115264	sefdkbillcomp@gmail.com

16		Sri Muktsar Sahib	9646114528	sepspclmuktsar@gmail.com
17	South	Sangrur	9646110017	billcomplaintssangrur@gmail.com
18		Patiala	9646110963	billcomplaintspatiala@gmail.com
19		Barnala	9646110024	billcomplaintsbarnala@gmail.com
20		Roopnagar	9646698345	sedsrupnagar@gmail.com
21		Mohali	9876050689	billcomplaintsmohali@gmail.com

You are requested to ensure that the functioning of the Control Rooms under your jurisdiction shall start immediately as already intimated vide above referred letter. The committee of ASE/Sr.Xen/Tech. DS Circle, concerned ASE/Sr.Xen DS Division and ASE/Sr.Xen/CBC/CSC of the concerned area shall take prompt action in co-ordination with any other concerned office for redressal of complaint of the consumers within stipulated period. If in any particular case, it is not possible to redress the complaint in 2 working days then the committee shall take immediate action for getting the same done as early as possible and the consumer be get informed about the activities being carried out for redressing his complaint.

This is for your information and further necessary action, please.

s/d

Er-In-Chief/Commercial,
PSPCL, Patiala.

CC:

1. Dy.CE to Director/D, PSPCL, Patiala.
2. SE to Director/Commercial, PSPCL, Patiala.
3. Dy.CE/Regulation, PSPCL, Patiala.
4. All Dy.CEs/SEs/DS

